

## BlackBerry 6510 from Nextel

This handheld device combines several high-tech services into one convenient package:

- Digital Cellular phone
- DIRECT CONNECT® - Nextel's long-range digital walkie-talkie feature
- Personal Digital Assistant applications, similar to a Palm device
- Wireless Web access - view stocks, get the forecast, check sports scores, shop, etc.
- Full keyboard - layout is similar to a standard QWERTY keyboard
- Green screen, larger than most phones



**Cost:** BlackBerry 6510™ - \$549.99 (Manufacturer's Suggested Retail Price. Actual cost will vary depending on vendor, length of contract, and actual contract selected. The price from Nextel for a state purchase is currently \$299.99.)

### Included Accessories:

- Cradle
- Standard Lithium Ion Battery with Battery Door
- Standard Travel Charger
- SIMS Card
- User's guide

### Technical Specifications:

- Dimensions: 4.53" x 2.95" x .95"
- Weight: 5.64 oz. with Standard Lithium Ion Battery
- Standard Lithium ION Battery (900 mAh)
  - About 165 minutes Talk Time
  - About 75 hours Standby Time
- Charges Standard Battery to 100% in 5 hours from zero charge
- Monochrome LCD Display, 160 x 100 px Resolution
- 33 key QWERTY positive action tactile keyboard with space bar, cap lock, symbol key, del key, return key, and backspace
- Memory is 8 Mb for OS, storage, and applications

### Pros

- Included applications similar to Palm.
- QWERTY keyboard. Most users find it easier to use than an on-screen keyboard.

### Cons

- Does not use the Palm operating system, so it will feel odd to a Palm user.
- Works **only** in digital service areas, even for telephone use. No analog function.
- Wider than a common cell phone, may be too bulky for some users.

## BlackBerry 6510 Email

The following describes three possible BlackBerry environments:

- BlackBerry Enterprise Server - A server-based solution for organizations that use either Microsoft Exchange or Lotus Domino, and require a scalable solution that offers centralized IT administration tools, and push delivery of email. Push solutions for GroupWise are being explored.
- BlackBerry Desktop Redirector - A desktop based approach that requires installation of software on an individual's workstation within an organization using Microsoft Outlook.
- BlackBerry Web Client - A mobile access solution that requires the user to pull their email to them from a POP3 or other email account.

## Digital Coverage Area

Digital coverage areas for all such devices are limited. The area coverage will depend on the cellular service provider. Live access to email requires digital coverage. Nextel service is **digital only**. You will have no access to email or phone service when outside Nextel's digital coverage area.

**Note:** There are areas of the state in which cellular coverage is intermittent. In some places there is no coverage at all. Service will also be affected by cellular provider equipment failure and down time. DIT does not have any control or remedy for this type of failure.

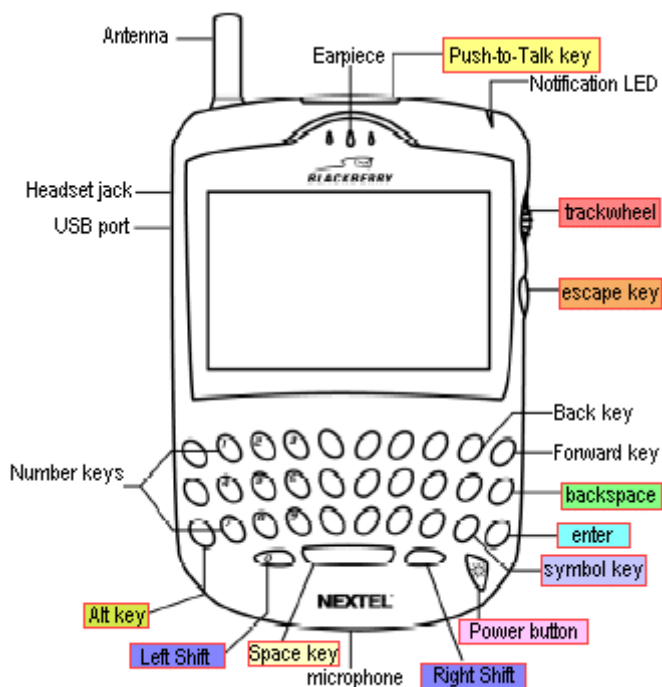
## Getting Started

Before you begin using your handheld, you should familiarize yourself with the basic components.

The keyboard features 10 kinds of special keys:

1. **Sym** (symbol) key to access a symbols library
2. **Backspace** key
3. **Enter** key
4. **Space** key
5. Two **Shift** keys
6. **Alt** key
7. **Escape** button
8. **PTT** (push-to-talk) button
9. **Power** button
10. **Trackwheel**

The **power button** can be used to activate backlighting, and you can generate numbers, punctuation marks, and special characters by pressing the **Alt** key in combination with the alphabetic keys. The **trackwheel** helps you navigate, view, and select items on each screen. Its function is similar to a mouse or trackball. To scroll through menu items or text, hold the **Alt** key and roll the trackwheel, or hold the **Alt** key and press the



**BlackBerry 6510 Wireless Handheld**

Back or Forward keys. To select applications and menu options, **click** (press and release) the trackwheel.

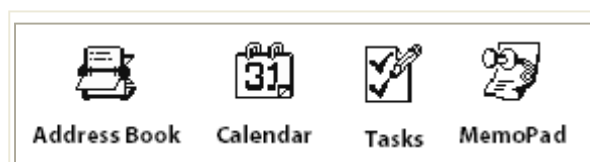
## Application Icons

In the environment that is being used, some of the Icons are **not functional** at this time.












These icons are not functional at this time.

Some icons are used as **PDA functions only**, at this time. These icons will not access information in GroupWise.



These icons only work in PDA mode at this time.

Icons that are **functional**:

 <b>Calculator</b>	Works like a standard calculator.
 <b>Phone</b>	Place calls, put calls on hold and mute phone calls. Place Nextel Direct Connect calls.
 <b>Alarm</b>	Set Alarm to sound at a specific time every day or only on weekends.
 <b>Nextel Online</b>	To access GroupWise Web Portal and other Web pages.
 <b>Profiles</b>	Customize how the handheld notifies you of messages. Loud, discreet or quiet ringer tones.
 <b>Options</b>	Set the password, date & time, program automatic on/off feature.
 <b>Keyboard Lock</b>	Lock keyboard to prevent accidentally typing of characters. To lock keyboard, click this icon once. To unlock keyboard, double click the trackwheel.
 <b>Turn Wireless On/Turn Wireless Off</b>	Turn off the handheld's radio when it might interfere with other radio communications, such as when you are on an airplane, or when you prefer not to receive messages. When the radio tower is showing it will only function as a PDA. Click the Airplane to turn off. Click the Radio Tower to turn on.
 <b>Turn Power Off</b>	Turn off handheld when you want to conserve battery power.

## Turning your handheld on and off

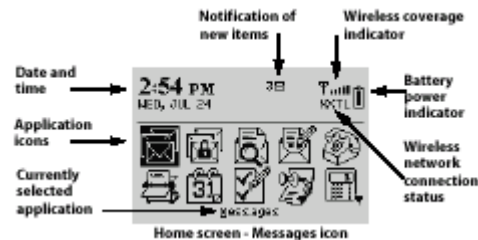
**Note:** When first powering on the BlackBerry, wait 30 seconds or more for the device to acquire a cellular signal. This will be indicated by 1 to 5 bars appearing on the Signal Strength Indicator.



Attempting to access the **Nextel On-Line**  network before the signal has been

acquired will cause an error message to be displayed.

To turn on your handheld, press the Power button once. The Home screen appears. The Home Screen displays the date and time, the wireless coverage indicator, the status and type of your connection to the Nextel wireless network, the battery power indicator and the applications icons. Shows notification of any new items, reminders or alarms. Use the trackwheel to move through the applications.



When you first turn on your handheld, several messages appear on the Message screen that introduce you to your handheld and some of its features.

To turn off your handheld, press and hold the Power button. You can also click the Turn Power Off icon on your handheld Home screen.

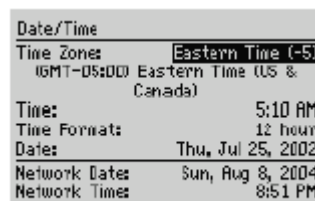
### Viewing your Nextel personal telephone number (PTN) and Direct Connect number

To view your phone number (PTN) at the **Home** screen, scroll to the **Phone** icon and click the Trackwheel. Click the trackwheel to view the menu and click **Status**. Your PTN is displayed in the **My Number** field. Your Nextel Direct Connect Number (DCID) is displayed in the **MY DCID** field. Your PTN also displays on the Active Call screen during a call. Your DCID displays on the Active Call screen when you send a Call Alert or while engaged in Direct Connect Calls.

**Note:** The SIM card must be inserted in the handheld for your PTN and DCID to display. Your PTN will display as "unknown" until your first incoming call is completed.

### Setting the Date and Time

1. On the Home screen, click the **Options** icon. The Options screen appears.
2. Click **Date/Time**. Date and Time screen appears.
3. Select the field you want to set.
4. Press the **Space** key until the preferred option appears.



Date/Time screen - setting the date and time

5. Click the trackwheel to view the menu. Click **Save**.

### Date/Time Fields

This screen contains the following fields:

- **Time Zone:** Select your time zone. Your handheld adjusts the time automatically, according to the time zone.
- **Time:** Set the current time.
- **Time Format:** Select a 12-hour or 24-hour clock.
- **Date:** Set the current date.

### Using Password for Protection on Your Handheld

To enable password protection for the device itself:

1. On the Home screen, click the **Options** icon. The Options Screen appears.
2. Click **Security**. The Security screen appears.
3. In the **Password** field, press **Space** to enable a password.

In the Security Timeout field, set how much idle time should pass before the Lock Screen comes up. Press **Space** to scroll through the settings. Release **Space** when you have set the field to your preference.

1. Click the trackwheel to view the menu. Click Save. A Dialog box appears.
2. Type a password of at least four characters. Click the trackwheel when you have finished. Type in your new password again to verify it.

**Warning:** If an incorrect password is typed ten times, all the information is erased from your handheld for security reasons.

### Service Available as of 7/15/2003:


DIT has enabled WAP (Wireless Application Protocol) access to some GroupWise accounts. This enables a BlackBerry device to access a GroupWise mailbox by using the existing web portal. As such, a BlackBerry device accessing such an account will only be able to operate in the pull mode. Email will not be pushed to the BlackBerry. Other solutions are under study.

### The following approach is NOT recommended:

It has been suggested by some users that they wished to obtain their own BlackBerry device, obtain push service from the vendor, and forward their state email to that vendor mailbox in order to obtain push service. The following issues with this approach are the reasons that DIT recommends users DO NOT follow this procedure:

1. Forwarding email from a state GroupWise account to a Nextel account would use Simple Mail Transfer Protocol, which would send plain text. This is a **security hazard**.
2. Email forwarded to a Nextel account would reside on the Nextel server. This is also a **security hazard**.
3. A system that pushes to a user provides more exposure and security risk than a pull system unless a password protocol on power up is installed for the handheld device.

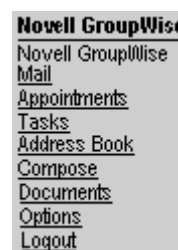
### Procedure to Access a GroupWise Mailbox

1. Turn on the BlackBerry. Leave it on for a minute before starting the next step. This is to assure a contact with a local cell tower.
2. On the Home page, open the **Nextel Online** application. It is identified by an icon  showing the letters "NOL".
  - a. Use the trackwheel to highlight the NOL icon.
  - b. **Click** the icon. (Press and release the trackwheel button.)
3. A menu will appear. Use the trackwheel to select **any choice in the list**. Click it.
4. A menu appears on the right. Use the trackwheel to select **Go To:...** Click it.

5. If your BlackBerry was delivered from DIT, it should be set to go to the web portal already. If not, the URL is:  
**https://gw1.state.mi.us/servlet/webacc**  
(Note that the protocol to use is **https**, not **http**. This is a secure web protocol, required for this connection.) If the URL appears, scroll to **OK**, and click it. If it doesn't appear type the URL then scroll to **OK** and click it.

Typing note: In order to type a **slash (/)**, press the **Alt** key, then the letter **G**. To type a **colon**, press the **Alt** key, then the letter **H**.

6. The word **"Requesting"** appears in the upper right corner of the BlackBerry. Wait until the screen changes.
7. A Novell **GroupWise login screen** should appear. Use the trackwheel to scroll to the **Username** field to enter your user name. If there is already a user name in the Username field that is not yours, use the trackwheel to go past the Username field, then back up to it. This places the cursor at the end of the field. Backspace over the incorrect user name, and type yours.
8. Use the trackwheel to scroll to the **Password** field. Type your GroupWise password. (You cannot use this method to get your email if your GroupWise account does not have a password.)
9. Scroll down to the word **Accept** at the bottom of the screen. **Click** the word with the trackwheel. Wait.
10. A GroupWise mailbox screen will appear that shows the options available to you. Typically, you will see Mail, Appointments, Tasks, and other options. As before, click the option you want, then a menu will appear on the right. Choose "link" by clicking it.



## Reading Email

1. Log on to **GroupWise**.
2. Click **Mail**, then click **Link**.
3. The Mail menu will take you to a list of email messages. Use the track wheel to scroll through the list, click to select, and click **Link** to view the selected message.
4. When done viewing a message, press the Escape button to return to the previous screen, or scroll to the bottom of the screen and click **Done**.

Note: It is **not** possible to open attachments to email over a WAP interface.

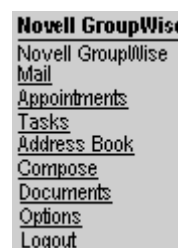
## Deleting Email

1. Log on to **GroupWise** and open the **message** to delete.
2. Scroll to the bottom of screen, select and click **Delete**.

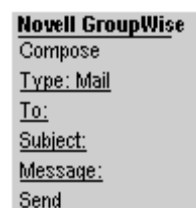
## Creating a New Email Message

You can send email messages if, in the upper right corner of the Home screen, **NXTL** or **NxTL** and one or more bars appear with the wireless coverage indicator.

1. Log in to GroupWise.
2. At the Novell GroupWise menu select **Compose**. Click the trackwheel. Select **Link** on the menu, click the trackwheel.



3. This Novell GroupWise screen lets you compose a new email. Use the trackwheel to scroll to each line, click for the sub menu, and then click on **Link**. (e.g. Scroll down and click **To**:, click **Link**. This will bring up the screen where you enter the person's email address.) Do this for each selection:
  - a. **To**: The email address of your recipient.
  - b. **Subject**: The subject line for your email.
  - c. **Message**: The actual email message. Messages sent on the BlackBerry device are limited to 90 characters.
4. Select and click **Send**.



### Replying to an Email Message That You Have Open

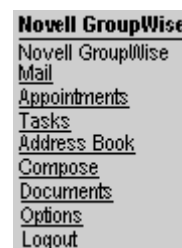
1. Click the trackwheel anywhere in the message screen. Select **Reply** on the menu.
2. At the **Reply** screen scroll down and click **Message**:, click **Link**.
3. At the Novell GroupWise Message screen scroll to the box under Message. Enter the message. The message window will expand as you type.
4. Scroll to **Accept**. Click the trackwheel.
5. At the **Reply** screen scroll to **Send**. Click the trackwheel.

### Forwarding an Email Message That You Have Open

1. Click the trackwheel anywhere in the message screen. Select **Forward** on the menu.
2. At the **Forward** screen scroll to **To**:, click **Link**.
3. At the Novell GroupWise To screen scroll to the box under To. Enter the email address.
4. Scroll to **Accept**. Click the trackwheel.
5. At the **Forward** screen scroll to **Message**:, click **Link**.
6. At the Novell Groupwise Message screen scroll to the box under Message. Enter the message. The message window will expand as you type.
7. Scroll to **Accept**. Click trackwheel.
8. At the **Forward** screen scroll to **Send**. Click the trackwheel.

### Using the Address Book

1. Log in to GroupWise.
2. At the Novell GroupWise menu select **Address Book**. Click the trackwheel. Select **Link** on the menu, click the trackwheel.



3. On the **Address Book** screen, there are four fields:
  - a. **Book**: - click this field to select different Address Books.
  - b. **Last**: - click this field to enter the last name to search for.
  - c. **First**: - click this field to enter the first name to search for.
  - d. **Find** - click this field to begin searching for a name.
4. After finding a match, click on the name you want to send to, and click **Link**.
5. On the screen that appears select and click the **Email address**, click **Link**.
6. This will take you to a **Compose** screen, with the email address filled in.

### Logging Out of GroupWise


1. If necessary, press escape key until you get to the Novell GroupWise menu, as shown above.
2. Scroll to and click **Logout**, then click **Link**.



## Browsing Web Pages

Although it is possible to start the browser and enter the URL of any web page, the user should remember that a BlackBerry is accessing the web via Wireless Application Protocol (WAP), and not all web sites are capable of providing a WAP view of their data.

If the user wishes to view information on the web, the best results will be obtained by using Nextel Online's links to WAP enabled sites. The following example explains how to get to CNN's WAP page.

1. Turn on the BlackBerry. Leave it on for a minute before starting the next step. This is to assure a contact with a local cell tower.
2. On the Home page, open the **Nextel Online** application. It is identified by an icon  showing the letters "NOL".
  - a. Use the trackwheel to highlight the NOL icon.
  - b. **Click** the icon. (Press the trackwheel button.)
3. A menu will appear. Use the trackwheel to select **News**. Click it. Click **Go** on the next menu.
4. A menu of News sites appears. CNN.com is the first choice. Click it. Click **Go** on the next menu.
5. CNN's WAP site opens on the screen. Use the trackwheel to navigate and select news items.

Experimentally, we navigated to the regular CNN site, and found it to be unfriendly to a WAP device. Users will be much happier with the results by restricting their browsing to sites featured on the Nextel Online menus, or sites they know to be WAP enabled.